

TSAC Update

Helping Students Achieve Their Goals Since 1974

MAY 2007

Vol. 11

Compliance/Legal Affairs Division Update

We have recently completed several Quality Quest Program Reviews and have others scheduled. We are pleased that more of you are taking advantage of this opportunity and would like to encourage others to consider requesting a non-punitive Quality Quest Program Review. Remember the successful completion of a Quality Quest Program Review will result in the postponement of your next

TSAC program review. A member of our staff will complete the Quality Quest Program Review on current year records, at no cost to your institution and provide a written report that can be used as an assessment tool. To receive additional information about the Quality Quest Program Review, you may contact Karen Myers (karen.myers@state.tn.us) or Darolyn Porter (Darolyn.porter@state.tn.us).

TSAC Welcomes the New Director of Outreach

TSAC is pleased to announce the promotion of Jason Seay to Director of Outreach. Many of you became acquainted with Jason in his role as Outreach Specialist for Middle Tennessee. With a contagious smile and relentless energy, he conducted over 200 financial aid presentations for churches, schools and civic organizations in his 34-county region in the past year alone. He hopes his infectious enthusiasm will positively translate in his new office role of managing the daily operations of the outreach specialists and pursuing new outreach initiatives.



In This Issue

- ▶ Compliance/Legal Affairs Division Update Page 1
- ▶ TSAC Welcomes its' New Director of Outreach Page 1
- ▶ A Message from the Director's Corner Page 2
- ▶ New Addition to TSAC's Grants & Scholarship Staff Page 2
- ▶ Legislative Update Page 2
- ▶ TSAC Employment Opportunities Page 2
- ▶ Meet TSAC's West Tennessee Outreach Specialist, Janice Maddox Page 3
- ▶ TSAC Welcomes Marcie Mills to Our Team Page 3
- ▶ Restriction of NSLDS access Page 4
- ▶ Upcoming Events Page 4

Born in Elkton, Kentucky, Jason is a 2004 graduate of Western Kentucky University where he met his wife of a year and a half, Pamela. Though a Hilltopper alumnus, like a true Kentuckian his blood runs blue throughout the college basketball and football seasons while rooting for the University of Kentucky Wildcats. As painful as that may be for his Tennessee colleagues, TSAC is proud to have Jason in his new capacity as Director of Outreach.

A Message from the Director's Corner

It's May in Nashville, and that means that the General Assembly is wrapping up its work. If you attended the Spring TASFAA meeting in Knoxville, then you already know about some of the bills that the legislature is considering. Around fifty bills have been introduced to modify or expand the lottery-funded family of programs. Virtually everything is on the table, including relaxing academic criteria, strengthening academic criteria, expanding the number of credit hours covered, redefining benchmarks, and increasing award amounts. New programs have been proposed to benefit graduate students,



combat veterans, Eagle Scouts, Girl Scout Gold Award recipients, medical students, and others.

You may want to keep a close watch on House Bill 0653 (also Senate Bill 0611) which is an omnibus lottery scholarship bill that addresses many of the changes proposed by student financial aid officers at the Lottery Scholarship Open Forum held last Fall. Some of these bills will fall by the wayside, but others (or elements of others) will become law. Details concerning legislated changes to student aid programs will be provided in this newsletter and on TSAC's website as soon as information becomes available.

Bob Ruble

New Addition to TSAC's Grants & Scholarship Staff

As of May 1, Ms. Priscilla DuPree has joined the Grants and Scholarship staff. As many of you know, Ms DuPree has been a valued member of TSAC for a number of years and most recently served as supervisor for the TSAC Call Center.

Ms. DuPree comes to our division with a wealth of knowledge regarding the state grant and scholarship programs. She will fill the position vacated by Jana McCall as the Assistant to the Lottery Scholarship Administrator.

However, the role will be expanded to offer assistance to the financial

aid community regarding all aid programs administered by TSAC.



We are very pleased to have Ms. Priscilla DuPree on our staff.

Legislative Update

TSAC continues to monitor the progress of various bills introduced to the 105th General Assembly. A list of those bills is located at TSAC's website: www.CollegePaysTN.com. [Click here](#) to view the proposed bills for student financial aid.

TSAC EMPLOYMENT OPPORTUNITIES

The Tennessee Student Assistance Corporation has several employment opportunities currently available.

Current Employment Opportunities:

- Student Information Systems Analyst
- Telephone Counselor
- Outreach Specialist

Please visit our website (<http://www.state.tn.us/tsac/employment.htm>) to learn more.

Meet TSAC's West Tennessee Outreach Specialist, Janice Maddox

Anyone who has met Janice Maddox knows how friendly she is. Those in West Tennessee can attest to the fact that this Lottery Scholarship veteran is always willing to assist financial aid staff, schools and students in obtaining funding for higher education. Janice has used the wealth of knowledge she has gained over the last four years, as an Outreach Specialist for TSAC, to educate and empower students and their families on how to plan and pay for college.

This Alabama native started her journey in the higher education field as an Admissions Counselor at her alma mater, Mississippi University for Women. However, she found her niche when she signed on with TSAC to educate



Tennesseeans about the Lottery Scholarship program and assist with navigating through the in-and-outs of financial aid for higher education. Janice also reached her own personal goals

in higher education when she received her MBA in 2005.

Janice comes from a large family who are all loyal University of Alabama "Roll Tide" fans. UA is not the only team she and her family are rooting for these days as her son Christopher plays arena football for the New Orleans Voodoo. Though she enjoys traveling and experiencing different nationalities and customs, currently most of her travel time is spent cheering on the Voodoo. When Janice is not routing for Alabama or New Orleans you can usually find her at the gym working out or plopped in front of the television enjoying one of her all-day movie festivals.

Comments from Janice:

"Over the years I have treasured my relationships with my high school counselors. Working at TSAC has given me the opportunity to inform students on how important getting their education is to their life. I enjoy talking to parents and students about the Federal, State, and Lottery funding that can make their dream of graduating from college possible. Answering questions and providing assistance with the college dream is what this organization is all about."

TSAC Welcomes Marcie Mills to Our Team

TSAC has recently filled its Legal Assistant position. Marcie Mills, who recently completed her Associate of Applied Science in Paralegal Studies at Southeastern Career College in Nashville, is now employed by TSAC in the Compliance and Legal Affairs Division. We're

excited to have her on board and look forward to being able to provide even more efficient and effective legal services at TSAC while we work to better serve the citizens and students of Tennessee.



Restriction of NSLDS access

The Department of Education (ED) announced on April 17, 2007 that it would temporarily suspend access to the National Student Loan Data System (NSLDS) for lenders, servicers, secondary markets, and guarantors, which includes TSAC.

(For more information about this department action, see the announcement at <http://www.ifap.ed.gov/eannouncements/0417NSLDSAccess.html>.)

At present, this action affects TSAC's ability to access NSLDS data. However, this does NOT affect our ability to transmit data viewable by schools and populated on Institution Student Information Reports (ISIRs).

Students and schools may be asked to provide an NSLDS printout due to TSAC's inability to access NSLDS data for purposes of researching borrower eligibility, confirming TSAA and TELS eligibility, performing compliance reviews, confirming in-school status, and confirming some loan information. Unfortunately, this may impact customer service and potentially delay processing for borrowers with special circumstances.

Upcoming Events & Conferences

6/11/07 - 6/13/07
NCHELP Conference
Naples, FL

FUNCTIONS THAT TSAC EXPECTS TO BE IMPACTED INCLUDE:

TSAA & TELS

- Processing updates that affect eligibility for borrowers with a Title IV hold;

COMPLIANCE

- For school reviews, assistance would be requested on providing NSLDS data on the students selected for review;
- For lender reviews, the review will remain open until access is restored.

LOANS

- New guarantees when TSAC needs to manually research borrower information, loan status, aggregate borrower limits, prior defaults, and other eligibility information;
- Consolidation loan processing with respect to determining the borrower's outstanding debt and underlying loans;
Processing of immediate NSLDS updates that affect new loan eligibility or disbursements;
Resolution of issues related to loan status and manually updating loan information;
- Waivers for lenders reporting loans beyond the 10 business-day blanket guaranty limit;
Relying on NSLDS data for loan forgiveness, repurchase, and discharge and researching and reviewing data related to the cohort default rate.

NCHELP has advised lenders, servicers, secondary markets, and guarantors that access will be restored, but the decision to restore access remains with the U.S. Department of Education.

We will notify you when TSAC's access has been restored.